

MANAGEMENT STAFF ASSISTANT
GS-0303-05

I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). This position involves clerical and administrative support for the assigned organization.

II. MAJOR DUTIES AND RESPONSIBILITIES

Performs a variety of clerical and administrative duties and responsibilities. Processes or maintains records or documents related to the work of the office. Assists in managing office facilities for the processes and maintenance of office products.

Responds to information requests on topics related to the mission, products, or services of the organization. Explains resources, services, and administrative processes to clients using the appropriate form(s) and/or making appropriate referrals following established procedures. Provides limited technical answers to inquiries related to the organization's mission. Inquiries may come by telephone, personal visit, or written correspondence.

Performs other related duties as assigned.

III. FACTORS

Factor 1 - Knowledge Required by the Position	FL 1-3	350 pts.
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Knowledge of administrative regulations, policies, procedures, and forms sufficient to provide administrative support to office staff.

Knowledge of the mission, functions, and goals of the office.

Knowledge of office management methods and techniques.

Factor 2 - Supervisory Controls	FL 2-2	125 pts.
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Works under the direction of a supervisor or higher graded employee. The supervisor provides overall instructions and priorities. The incumbent independently plans and accomplishes routine work in accordance with established procedures, priorities, accepted practice, and policies. Completed routine work is relied upon for accuracy; the supervisor may spot check routine work products. The supervisor may develop a performance management plan identifying office specific duties for the

incumbent to perform.

Factor 3 - Guidelines

FL 3-2

125 pts.

Guidelines include standard business references and directories, information manuals, standard office references and ETA and DOL administrative regulations, policies, standard procedures, manuals, dictionaries, and the supervisor's instructions. The incumbent applies judgment in selecting and applying guidelines. Where no guidelines exist, the incumbent relies upon and closely follows the supervisor's guidance.

Factor 4 - Complexity

FL 4-3

150 pts.

The work performed includes various duties requiring different and unrelated processes and methods. Relationships of the office with other offices are moderately complicated. Decisions concerning what needs to be done are based on an understanding of the interrelationships between the organizations, people, and issues involved.

Factor 5 - Scope and Effect

FL 5-2

75 pts.

The purpose of the work is to provide clerical and administrative support to the office staff. The work affects the timeliness, accuracy, and reliability of many segments of the organization's work.

Factor 6 - Personal Contacts

FL 6-2

25 pts.

Contacts are with office staff, the general public, and persons from Federal, State, and local governments and outside organizations. Contacts are made on a routine basis by telephone, letter, or in person.

Factor 7 - Purpose of Contacts

FL 7-2

50 pts.

Purposes of contacts are primarily to give, receive, and clarify information. The incumbent ascertains and discusses client information needs, provides information, researches and obtains information, handles administrative matters, and assists in managing conferences and meetings related to office programs.

Factor 8 - Physical Demands

FL 8-1

5 pts.

Work is of a sedentary nature.

Factor 9 - Work Environment

FL 9-1

5 pts.

The work is performed in typical office settings.

TOTAL = 910 pts.

IV. UNIQUE POSITION REQUIREMENTS *(For titling purposes the immediate supervisor is to mark the first description below **if** the incumbent must be a qualified typist and mark **both** descriptions if the incumbent has office automation responsibilities)*

___ This position requires the services of a fully qualified typist.

___ This position requires knowledge of word processing or other software tools to produce a wide variety of documents.